

## AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Robert Doyle

Docket No.

6065-73744

Application No.  
09/300,676Filing Date  
04/27/1999Examiner  
Deane, W.Customer No.  
24628Group Art Unit  
2642Confirmation No.  
4753

Invention: DYNAMIC SKILL-BASED CALL ROUTING

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NOV 22 2004

COMMISSIONER FOR PATENTS:

Technology Center 2600

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

## CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	38 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0	x \$88.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

No additional fee is required for amendment.

Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_.

A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.

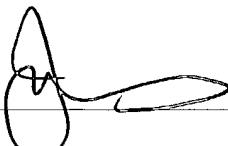
The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 CFR 1.17.

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Signature

Jon P. Christensen  
Reg. No. 34,137

Dated: November 12, 2004

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on

11/12/2004

(Date)



Signature of Person Mailing Correspondence

Abby Boone

Typed or Printed Name of Person Mailing Correspondence

CC:



73744

Cp 2642  
41  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Doyle

Art Unit: 2642

Serial No.: 09/300,676

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Filed: April 27, 1999

NOV 22 2004

For: DYNAMIC SKILL-BASED  
CALL ROUTING

Technology Center 2600

Examiner: Deane, W.

Attorney  
Docket No.: 73744

AMENDMENT

Commissioner for Patents  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of September 8, 2004,  
please amend the above-identified application as follows: